

**CITY OF AUBURN
EXAMINING BOARD OF PLUMBERS
TUESDAY, NOVEMBER 15, 2011**

Members Present: Mr. Bill Orman, Mr. Steve Bianco, Mr. Greg Gallinger, Mr. Frank Siracusa and Mr. Carl Castiglione

Staff Present: John Rossi, Michael Talbot, Works, Thomas Gabak, and Brian Hicks

Mr. Siracusa: First order of business, approve the minutes of the last meeting of October 11, 2011. Any errors or omissions? None. Minutes are approved. Now what is on the agenda?

Mr. Castiglione: I had a plumber tell me that they cannot hook up water heaters any more.

Mr. Bianco: We have a discrepancy with the Water Department regarding installation of the water meters, turning off the curb boxes and we just want to this figured out.

Mr. Siracusa: What brought this up we have been doing this for years. Who is from the water department?

Mr. Gabak: I am Tom Gabak I am a Sewer & Water Supervisor. It is in the Codes from the main all the way to the house is the homeowner's responsible that is their water line. From main to the curb box the City does the work. I have met all the guys except for a couple over here (people in audience) I have never turned anyone down for any job whatsoever you call and I have been right there.

Mr. Bianco: That is not the point.

Mr. Siracusa: Let him explain.

Mr. Gabak: Since I have taken over last October there have been a couple of things that have popped up. One is plumbers going to the curb box in front of the property and turning it off and on. It is the City's responsibility to do that but after we talked with Mike Talbot and Mr. Rossi today plumbers can touch the curb box or operate the curb box if they need

to so they don't have to us out after hours or whatever. The only problem is along with that goes a little responsibility, if you are operating the curb box and for whatever reason it is old age, inexperience or whatever if it breaks we need to know about it so that we can get that addressed the next day or two days later. So from this point going forward you guys can operate the water shut in front of the road.

When I took over meters were going out of the back door not saying that was wrong but there were so many people just coming down going to our back room, Albert use to let me do this, Jerry use to let me do this, I am not comfortable with that. The water meter is City property we are going to have a dedicated water meter worker he is going to install it. You put your lay length of 5/8's meter, you put your lay length of 7 1/2 you call me the next day I will have him there to install it. Why we are doing this is one was installed backwards, the one we found was a \$67,000 water bill because it was installed backwards.

Mr. Bianco: Was it a City worker?

Mr. Gabak: No it was a plumber.

Mr. Bianco: How do you know it was a plumber?

Mr. Gabak: After we did this then we started going forward

Mr. Siracusa: This all came about because 1 water meter was turned backwards.

Mr. Gabak: From now on Mr. Rossi, Mike Talbot and I agreed we were are going to keep putting the water meters, you guys leave you lay lengths there, call me the next day I will have the meter there or even that day.

Mr. Siracusa: What happens if there is an emergency or something like that?

Mr. Gabak: We have guys that respond to emergencies and it gets charged to the homeowner.

Mr. Siracusa: You are going to charge the homeowners to put the meter in?

Mr. Gabak: If it is after hours we have fees that we have to charge.

Mr. Siracusa: What I don't understand is that we have been doing this for years one meter goes in backwards maybe the bill is \$67,000 or whatever, for years ever since I can remember, I have been in the trade for over 56 years and I don't ever remember one time when we put a new service or anything else calling the Water Department to put the meter in. We have the meter we put it in.

Mr. Gabak: You can't get a meter any more.

Mr. Siracusa: So you cut us off there now you are going to charge the homeowner who is being charge three times as much for a water bill and sewer taxes all on the water bill you have a \$2.00 replacement meter charge and you are going to charge the taxpayer more money?

Mr. Gabak: If you have a situation at your house at 2:00 am in the morning or 11:00 pm at night pipe breaks you need that water off you are going to have a fee, it is in the fee schedule.

Mr. Bianco: Who made this decision that we can't put the meters in, is this you or some body else?

Mr. Rossi: Hang on, let me tell you what we have discussed and what is the City's position is right now. The City is responsible for the meter and they want to make the meters are installed properly nothing disparaging gentlemen.

Mr. Siracusa: It is disparaging to the taxpayers.

Mr. Rossi: No it is not.

Mr. Siracusa: What do you mean it is not the City went with here for sewer cleaning way back when

Mr. Rossi: You are going off onto something else.

Mr. Siracusa: No, sewer cleaning the City said they will do it so we all the City and they come out and charge us \$50.00 or \$75.00 at the time then they got into it too much and they didn't want to do it. So what you are trying to do is create more overtime for your people.

Mr. Stillman: You have to be a Master Plumber to go into a house and do any work. Is Tom a Master Plumber.

Mr. Gabak: No I am not.

Mr. Rossi: All I am saying is change is never easy number one, ok, the Water Department should have control over the water meters. We don't want to inconvenience any one of you, if you tell them you need a water meter installed give them so notice, not 15 minutes notice, we are not going to hold you up.

Mr. Siracusa: No one has questioned the Water Department going in and putting in a new meter.

Mr. Stillman: The City should have a better system of letting the meters out of the door?

Mr. Bianco: Exactly.

Mr. Stillman: Just police the meters better maybe Albert let them go out, I had an old meter left a tag and set it on the bench for Albert I have done that.

Mr. Bianco: When Mike Reilly and Dave Shaw were there, there was never a problem with the meters.

Mr. Gabak: Here is my take on this and one reason we are here is because of you (to Mr. Bianco). The project on Grant Avenue I gave you a meter this is before we switched over I gave you meter, I sent my meter man up there on time to hook up the touch pads and you didn't have the meter hooked you were directly using the water. Using the water for the construction of the project.

Mr. Bianco: They may have used the water before we hooked up.

Mr. Talbot: There are some meters that are uncounted for and that is what we need

Mr. Bianco: Your department is irresponsible

Mr. Talbot: That is what we are trying to do here become more responsible.

Mr. Bianco: Why is it the plumbers fault though?

Mr. Talbot: No one knows where they are.

Mr. Siracusa: Your department should have a sign in.

Mr. Talbot: Give a scenario like at 5:00 pm or 5:00 am you guys need a water meter give me a scenario how that would go.

Mr. Bianco: My scenario is this did you create a position for one your guys in your department?

Mr. Talbot: No. Give us some scenarios when you need a meter after hours.

Mr. Gabak: Tom Sawyer puts in the meters.

Mr. Bianco: The Brown kid is he putting meters in now for you?

Mr. Gabak: He was taking Tom Sawyer's spot while Tom was out for 3 months.

Mr. Talbot: Get back to my question, what is the scenario that you need a meter at midnight or two in the morning?

Mr. Stillman: Hospital? Why couldn't you wait until the next day to get a meter? I just want to say one thing, replacing a meter you want ball valves on both sides of the meter and then the plumber goes into the house and replaces the meter to put the ball valves on the outside of the meter because you guys don't want to screw around with it nor quite

honestly do you have the repair knowledge up here (points to head) to go and take faucets apart when they get rusted or whatever the case may be. I don't think you guys are qualified to actually put the meters in. I think you need to be a Master Plumber if you are going to work inside the house. Those are the stipulations that you lay on the public. We get enough taken away from us from hackers out there that are doing this work when they shouldn't be. We don't need more money taken out of our pockets by you guys or firemen or prison guards or any body else that is doing the work on the side. Leave us what is ours and you guys do what is yours. Service the curb stops and do that kind of stuff and police your meters better when they go out of your building.

Mr. Gabak: When I send my meter man, you call me tomorrow and tell me you need a meter at 22 Orchard Street, you did all the plumbing work you got it ready and boom he shows up and puts the meter in.

Mr. Bianco: You want the meters billed all at the same time especially when you build them out of copper.

Mr. Gabak: Ok if you are building them but what if you are just replacing them?

Mr. Bianco: You can replace them we are talking about from scratch or re-plumbing a building. That is what we are talking about.

Mr. Siracusa: If we call and say we want a meter replaced

Mr. Bianco: Who cares about that, nobody cares about that we are talking about from scratch, changing house valve that is bad what are you going to do if that is bad? You are going to call a plumber.

Mr. Gabak: That is a possibility.

Mr. Bianco: Exactly you are going to call a plumber, right there and then we stop in it makes no sense for you to be there.

Mr. Gabak: That is why you have everything ready to go when we come and throw the meter in.

Mr. Stillman: If something in the house breaks we go to the road and shut it off that is all that there is to it. Whatever the scenario is a Master Plumber should be there because they know what to do and then they call you.

Mr. Gabak: If the curb box is broke you call us and we will fix it. If the line is over 25 years per the Code it is galvanized we are going to replace it.

Mr. Bianco: A lot of times we replace them at our expense.

Mr. Gabak: You are not suppose to.

Mr. Bianco: We do it when we change water meters all the time.

Mr. Stillman: It is part of the game.

Mr. Bianco: For the last 25 years I have been in Auburn and I have worked over 20 years have worked hand in hand with the people at that department, Mike Reilly, Albert, Jerry, this is the first time I have heard about this.

Mr. Gabak: Have I ever impeded your business at all?

Mr. Bianco: Right now you are. This is it right here with stopping the flow of meters.

Mr. Castiglione: Let me tell you about an old service an old curb cock, no matter who tried to turn it off it would break doesn't mean he is incompetent. When I was in the business if I couldn't turn it off I would call down here, John Poole was in the Water Department at the time and he sent a guy up can't budge it up comes the backhoe have to replace it very simple. There are a lot of old services in the City here. Here is what I am talking about we are Civil Servants, you know what a Civil Servant is, we serve the taxpayer and we try to keep the cost to the taxpayer down. When I started in this business the City was responsible from the main inside the property line with both sewer lateral and water service and then the homeowner or property owner would call their plumber and he would take it in the house. Now they have to go from the main all the way in, it is a big cost. You don't

know the calls I get in my office, you know what the City charged me? I say look it I have nothing to do with the cost and I don't. Call down to the DPW. You don't know the calls I get in my office.

Mr. Talbot: I get calls every day on every subject of public service this is why we are here so we can work some of these things out.

Mr. Bianco: I called you probably about a month ago Mike because of this whole thing when I found out from Tom when he said the plumbers weren't going to do the meters I called you immediately when I found out from him, I said what is this? I said the plumbers are going to lose it when they find out about this and so I let it go for about a month until this happened the other day Tom then I said ok, it is time for a meeting to discuss this and try to work it out. I think we should go back to dispensing the meters and get a better way of dispatching them to the plumbers whatever way you have to do it but I don't think any body out there is trying to do anything wrong. We have a license for a reason you know.

Mr. Castiglione: You take a new house we use to call the Water Department and they would come up and he had it all documented dress it out the number of the meter and leave us the meter to put the meter in and we put it in and he could go on his way, you know what I mean.

Mr. Bianco: Here is an example, we found the other day a 3 unit apartment building on Walnut Street, 23 Walnut that your department gave 3 meters to the homeowner and he replaced the whole 3 unit apartment building illegally with 3 meters from you guys and you want to take the meters from us.

Mr. Gabak: And I told him that he was never to do that again. As soon as this came out I told him what the deal was, told the Water Billing Office and Tom Sawyer what the deal was. I don't know who told me about that if it was you or not, somebody told me about that and I asked Tom did you leave these meters off and he said yes and I told him that he is never to do that again.

Mr. Bianco: Just like the plumber that put that meter in backwards things happen. So why can't we work this out and just go on our merry way?

Mr. Gabak: If Tom Sawyer put the meter in back wards the City gets the \$67,000.

Mr. Bianco: What is the bill?

Mr. Gabak: \$67,000.

Mr. Bianco: Where could that possibly been? I don't get that.

Mr. Gabak: We have to go to Mr. Rossi wipe the bill out it is easier to say my guy did it as opposed to some body's worker did it, it is easier to justify it.

Mr. Bianco: Why don't you go after the plumber that did it?

Mr. Gabak: We are taking care of it my guy is going to put the meter in and if there is any one at fault it is him.

Mr. Bianco: One plumber who put the meter in back wards starts this

Mr. Gabak: It is my way of tracking the meters out the door.

Mr. Siracusa: What you are saying is tracking meters. So a guy comes down to get a new meter, you are talking new meters you are not talking about meters installed?

Mr. Gabak: A quick scenario a guy over on Franklin Street the meter cracked over the winter he wanted a new meter, he had the meter in his hand, he wanted a new meter we gave it to him switched the numbers and all that now I am going to send my service guy right up there to switch out.

Mr. Siracusa: Something like that I don't blame you.

Mr. Bianco: We don't care about that.

Mr. Siracusa: What we are saying is just you have to go out for the new main, we shut the curb box off which we agreed to already no problem. Go in there put the new main in you have to disconnect the meter

the same meter and you have to put the same meter back in. You may have to put new washers in there like I did on my house.

Mr. Gabak: I am not going to call my meter guy out for that.

Mr. Siracusa: That is what they are arguing about.

Mr. Bianco: Not just that. There are other things. Other scenarios.

Mr. Rossi: What is the main point here to this disagreement as far as it is random service, is it new construction, what is it?

Mr. Bianco: A lot of times we update the meters for the City because it is 1,000 years old we are trying to work with the City we have done that with them for years. So we go down and get a new meter write down whatever is needed and take the new meter back to the address it is as simple as that. For some reason that doesn't work any more. That is the only thing we have got. Now we can't do that we have to wait for Tom to come out and do his part that is just another delay in my cycle.

Mr. Stillman: I think plain and simple Master Plumbers should replace the meters because they are in the house and these guys are not Master Plumbers and I think that is where it should stop. I mean quite honestly because the fact is you can't be in any body's house doing anything if you are not a Master Plumber. So I think that is where it should end.

Mr. Siracusa: Let me ask another question you go out and get a meter right they have to come up and install it basically that is what they are saying?

Mr. Bianco: Yes.

Mr. Siracusa: Has this gone into effect already?

Mr. Gabak: Yes.

Mr. Siracusa: Who made that ruling?

Mr. Bianco: Tom Gabak. I would like to reverse this before the night is over so we can all go back to work and not having to worry about this.

Mr. Gabak: I don't think there is anyone in this room that would say I held them up on a job.

Mr. Bianco: This is just starting now.

Mr. Gabak: If I hold you up I will switch it but I am not holding anyone up.

Mr. Siracusa: So he gets a new meter your guy goes up and installs it and everything else everything is fine and dandy. What does the homeowner get charged?

Mr. Gabak: For the 5/8 inch meter coupling.

Mr. Bianco: After 3:30 p.m?

Mr. Gabak: After 3:30 p.m. they will be charged 3 hours

Mr. Bianco: Three hours emergency service.

Mr. Gabak: No one has called me after 3:30 p.m. Just because it was a past practice doesn't mean it works efficiently.

Mr. Siracusa: I didn't say that but the efficiency part was on your department.

Mr. Rossi: Let me ask you one other question. If you need a meter after 3:30 p.m., last year what did you do?

Mr. Bianco: Usually went down and got it somewhere during the day and tagged the meter.

Mr. Rossi: What if you didn't have one did you just let it go, I am serious.

Mr. Bianco: Never had to worry about this scenario before.

Mr. Gabak: If we didn't have a meter and it was after hours he plugged it directly into the house and I said it was fine.

Mr. Rossi: What I am saying it is 5:00 p.m. and no body is at the garage, nobody can pick up a meter.

Mr. Bianco: What are you going to do?

Mr. Rossi: Keep them in service there is no question.

Mr. Donofrio: What you are saying is if Steve wants a new water line you send your truck driver down to make the final connection meter if you leave a piece of pipe?

Mr. Gabak: No what happened was our guy had a knee replacement and was out for 2 months. This gentleman has been trained in his job before and he did the job for 2 months.

Mr. Donofrio: What happens if you have a blow out, who is responsible for flooding the customer's home or anything like that because you guys are making the connection and you are not a Master Plumber.

Mr. Gabak: The meter?

Mr. Donofrio: You are tying into the plumbing system

Mr. Gabak: We just put the tails pieces up tighten it down and you the plumbers make the connections come down and have the lay length set 7 1/2 inches. We just show up screw the meter, the 2 tail pieces that is it.

Mr. Stillman: Say it is 11:00 a.m. and I need a meter at 52 Fitch Avenue you come in with your meter and you put it in I have it all set up are you charging the customer for that?

Mr. Gabak: No.

Mr. Bianco: Tom what about this my guy turns the curb box off and he breaks it I heard you say this before you are going to charge either my company or the homeowner for that broken whatever it is. What is up with this?

Mr. Gabak: The property owner is responsible from the main all the way into the house. If it breaks they get the bill. I just think it is easier for somebody to swallow it and you disagree with me but if we do it and break it as opposed to you doing it and breaking it, I am not saying you are doing this, it might look like you are drumming up business, there are people out there that would say you broke it on purpose. Now if we break it I tell them they have to call a plumber to me that is a little more

Mr. Stillman: They are either going to be upset with you

Mr. Gabak: This way they are mad at me and I would tell them they need to get a plumber we don't do this work.

Mr. Bianco: These are all new scenarios we have been doing the same thing for so many years and never had these problems, I mean never.

Mr. Gabak: You never call me with a problem Steve.

Mr. Bianco: I know. If you gave us 3 or 4 instances where I was screwing up, this has been happening long enough for trust

Mr. Rossi: You are not talking about the shut offs any more.

Mr. Bianco: No now it is the meter thing I think there is a better way to handle meters.

Mr. Rossi: Let me hear a better way.

Mr. Bianco: I think you should put a name to the meter, I come and put my name to the meter.

Mr. Stillman: Suppose the City has to go and replace a meter and there is only a shut off inside the house at the street side of the meter there is no ball valve on the house side of the meter. Now would you guys have the right to drain the house, take the pressure off the house and put the ball valve on the house side?

Mr. Gabak: We do it all the time if we do a service if we can't get in the house we make contact with the owner and we go and open a faucet to get the air out of the lines.

Mr. Stillman: Are you putting valves in an old house

Mr. Gabak: No staying outside if we do the service from the main to the curb box because a lot of time people aren't home when we do it they all get letters saying this work is going to happen. We always try to open a spigot when we are charging the line again or try to make contact with the owner in some way shape or form go to the upstairs faucet take the air radiators off get all the air out of the line. I always try to do that.

Mr. Stillman: You don't put the ball valves outside of the meters. Now they have to call us to put the ball valves in after you guys have been there, that is our work.

Mr. Gabak: You call me with whatever problem have a shut off on this side have a shut off on that side have it plumed

Mr. Stillman: That kind of slows things down for us because you start at point A and get your meter in and you go through and get everything all set who don't have to spend time making I got to set this up just like I don't even have the meter that is stupid. It slows the process down guys like us don't have the time.

Mr. Talbot: How do other cities do it?

Mr. Orman: Give them the meter.

Mr. Talbot: Give them the meter what do they do after that?

Mr. Orman: Nothing. They meet you at the job site, give you the meter. You have a meter man on staff during the day, you make a phone call, make an appointment, you have him come up, sign the meter over to you.

The Rules and Regulations for Plumbers and Drain Layers within the City of Auburn, the rules plainly state in this book right here, "No person shall engage in, work at, or conduct the business of plumbing without a license as

provided by law". "The business of plumbing touching any water line, touching any sewer lines, drainage or thereof, with in the confines of the house is plumbing work". Licensed Plumbers only.

Mr. Siracusa: I think the way it was before you lost a lot of meters and everything else going out the back door you said. If you streamline it like someone said basically call you up and make an appointment, you bring the meter down, have him sign for it instead of going down for the meter.

Mr. Bianco: We still put them in because it is ours

Mr. Rossi: Don't have a problem with that.

Mr. Talbot: We can inspect it after. I hope you guys appreciate the situation we are in too we re trying to keep track of our inventory, trying to protect the City's investment of water. Obviously we do a leak detection every so often and we change those leaks and we fix them and we are just trying to be as efficient for all the taxpayers we keep talking about. That is what we are trying to protect here not to make additional work for us, we are short staffed as it is.

Mr. Bianco: And we are paying for the one plumber that reversed the meter.

Mr. Rossi: Not only that, lets just go back it is not your problem, there has been a problem in the Department of Public Works for the last 2 years. It is not your fault it is not their fault. We are trying to alleviate all of those problems. I have no problem with the process of bringing the meter to the plumbers at the site.

Mr. Bianco: Ok, that is great.

Mr. Rossi: The sign in I think it is too loose, you wouldn't want people walking into your shop and signing out parts

Mr. Bianco: I don't mean it that way

Mr. Talbot: But you know that is how it was.

Mr. Bianco: Yes.

Mr. Talbot: If I am out of the office and the girls are out of the office everybody knows where all the stuff is

Mr. Stillman: It is usually locked back there.

Mr. Rossi: Here is the issue if you are ok with site delivery of the meter, you sign for it, that is fine. If it is after hours you can hook up the people let them run do it the next day, no body is going to have any problem with that. We just need accountability that is all.

Mr. Talbot: I have a question on that scenario where it is after hours, you folks are the Master Plumbers is your check complete when it is not metered?

Mr. Bianco: No.

Mr. Talbot: You guys have to go back and make sure the meter is in.

Mr. Bianco: The plumber is responsible for that.

Mr. Siracusa: Once he gets the meter at the property and he puts it in the job is completed.

Mr. Gabak: Then they have to call Tom to put the wires up.

Mr. Orman: Usually Tom does remote reader the same time he brings the meter to us and get it to us and do the remote reader right then if his schedule permits.

Mr. Stillman: If everything is all set it will take only 15 minutes to put the meter in.

Mr. Orman: John I think the biggest issue here is making sure the taxpayer is the one that doesn't get hurt and obviously as everybody here has been saying the City's tariff people are getting pummeled every where so we have to work together and try to find the best possible scenario. I definitely think for the homeowners, the insurance, liability reasons, we are

the ones that have the license and we are the ones that have the insurance to cover anything that might happen and that is where it should stay.

Mr. Bianco: I think this will work I really do I don't think you will see anybody coming in with overtime.

Mr. Rossi: All you want to do is give enough advanced notice you know call in the morning I need at 2:00 p.m.

Mr. Siracusa: If it is after 5:00 or 6:00 p.m. you can hook the up and get the meter the next day.

Mr. Bianco: Will work a lot better and you won't have plumbers in and out of your shop.

Mr. Siracusa: Make sure you sign it out to registered plumbers only.

Mr. Gabak: I think we need a list from this group of who I can give a meter to and I will give the list to Tom and he will know who to see on the jobs.

Mr. Bianco: We want to work a little closer with the Water Department like that thing on Walnut Street you know, don't know how that thing just blew by everybody.

Mr. Rossi: As I understand it if I want to do plumbing work in my own home I can do it.

Mr. Bianco: No, this was a commercial building.

Mr. Rossi: I understand that so if he gets a call from Gerald Smith you want to make sure that this guy is the owner occupant and not give it to somebody who has a 2 family, has to be owner occupied.

Mr. Gabak: I told Tom that is never going to happen again.

Mr. Bianco: That will back us up completely if we have someone out there watching us.

Mr. Talbot: To reiterate this we are not trying to bust anybody's chops or make anybody's job difficult but I hope you guys once again can appreciate we have a lot of catching up to do and this is all part of the process. I am glad you invited us here tonight, hopefully everyone feels it was productive and I think we have come to a reasonable solution that is agreeable to everybody.

Mr. Bianco: You guys change meters all the time we understand that, it is the other situation.

Mr. Talbot: John are you going to make a form up?

Mr. Rossi: Yes we can. It would just be a receipt.

Mr. Talbot: We need their name and address. You sign that you received the meter. Other issue is where some of the meters that we are reading aren't the meters that are suppose to be there, nobody faults those are things we are trying to prevent.

Mr. Bianco: On the commercial meters are bigger than the house meters plumbers install them.

Mr. Gabak: Have to buy it and you install it. 1 1/2 inch we are trying to get caught up on them they have fallen through the cracks, there are a couple that have just come to light from the 60's that we are going to replace and we are going to be starting a Meter Replacement Program as well. 2" and above they buy from us.

Mr. Castiglione: Up to 2" the Water Department still furnishes the meters.

Mr. Gabak: 2" we buy all the way up to 6".

Mr. Castiglione: No what I mean is say it is a commercial building I have a 4" water supply, I need a 4" meter.

Mr. Gabak: Buy it from the City.

Mr. Bianco: Have to buy from the City can't buy it from an out source?

Mr. Gabak: No, but it is their meter they own it they have to buy from the City.

Mr. Castiglione: Which is alright you buy from the same company.

Mr. Gabak: Same company standardized.

Mr. Orman: Works out good because you aren't going to get them any cheaper.

Mr. Rossi: Anything else gentlemen?

Mr. Stillman: Talking about the curb stops I have no problem if I put a wrench on it and key and go to turn and it doesn't turn I have no problem with calling you guys to come. I don't use a hammer if they don't turn. I have no problem with you guys coming and breaking it.

Mr. Gabak: If you do break it just let us know.

Mr. Castiglione: I have another question these guys put new water services in whether you put it in from the main they do it from the main to the curb cock it is ok, so these come in and they need a new curb box, they call you, you send a guy up, when they are done with their testing after they make the connection I look at it. There is no problem with that because if they put a new service in they should have a new curb box.

Mr. Gabak: Like I said Steve has called me before he left it off, we will come back I don't have a problem coming back. I have never inconvenienced anyone in this room, if you need it, we will do it.

Mr. Castiglione: Ok.

Mr. Rossi: Everybody realizes that our infrastructure is old, it breaks all the time, it is a problem.

Mr. Bianco: I would say one out of every five is going to break.

Mr. Talbot: Honestly guys everyone here at this table you guys are very keen of the infrastructure of our City and the quality of life that our

residents enjoy, turning that tap and flushing that toilet those are just basic critical needs that everyone needs and once again I appreciate your inviting us here because it has been kicked around for a little bit, we decided to step it up a little bit and obviously if all the trades were involved as you guys I think there would be a lot less problems out there.

Mr. Bianco: I am glad we got to hash it out.

Mr. Siracusa: We are not here to deprive you of your work or our work or anything else, if there is another problem, let us know and we will try and solve it again.

Mr. Bianco: I think the Board should find out first rather than finding out on the street that we can't do this or that, maybe that is why it was such a big surprise.

Mr. Talbot: Glad it came to this point.

Mr. Bianco: Me too and quick and good.

Mr. Rossi: Ok, done.

Mr. Bianco: Thank you for coming.

Mr. Siracusa: What about the drain layers we have to notify them too.

Mr. Castiglione: We had a few here.

Mr. Siracusa: Anything else?

Mr. Orman: At the last meeting we talked about being able to mail in and I have a draft of a letter here and have Jane put it on our letterhead and sent it off to the Director of Planning. We are trying to get the City to allow us to mail in our permits instead of having to go down to the office and sign up for them. So we drafted a letter that we are going to send to the Director of Planning and Economic Development who makes the decision for that. We are going to clean it up a little bit and we will sign it and send it and see what their thoughts are on it. I just think it would be easier for us guys to be able to mail them in instead of going down there.

What happens is Carl can take the permit and bring it to site when he does his inspection and collect a signature if he needs to or just check the job and make sure we paid for the right amount of fixtures, etc.

Mr. Bianco: What was the problem the last time Brian the mail situation sorting the mail?

Mr. Hicks: There is an awful lot to it with the system that we have in place and that it is going to create a total revamp of how this is done rather than just go up to the counter and have somebody come in and do everything right then and there. We are not set up to do it the way you would like to do it. It is progressive on your end unfortunately we are not set up for it and it is going to take a total revamp for us to do it the way you would like to do it and I understand I put 6 applications in an envelope, I send it to the office, you have my credit card on file

Mr. Bianco: They don't take credit cards here.

Mr. Hicks: We are talking about a credit card account or a company check the envelope comes in, person opens that up, issues the permits put it all back in the envelope and mail it out to the plumber these are all things that have to be worked through on our end. On your end I can understand that everything comes in an envelope, done, my permits are there. We make our copies we issue them to Carl we make sure the insurances are all in place, there are several things that we do in the office that we can do when you are there when you guys are coming in as regularly as you do we know who you are. We get to see you, we can tell you your insurance is going to be up next month or whatever these are all things that transpire at the counter. So once Jenny gets a look at this letter which she has already gotten the minutes from last month which I sent up to her because once again this has come up we need to do something, well we will see what she comes back with. That is all I can say.

Mr. Siracusa: Sometimes the permits won't even be issued when the job is done. You have to call Carl up for an inspection and Carl doesn't even know about the job.

Mr. Orman: I guess the biggest thing is just for us to plan ahead a little bit, this is going to work.

Mr. Hicks: You have to understand also you may be at the counter at 8:00 am to pull your permit, Carl hasn't come in yet, Carl may go right from his home right to an inspection that he knows about, he may not come into the office until around noon or so to pick up his paper work that has transpired that day. So he is unaware and you may have already been on the job for maybe 2 hours that morning but something was done that needed an inspection so you are blindsiding Carl on that but he does it because that is the way the process works. Now if you come in late in the day 4 or 5 in the afternoon, ten minutes to 4:00 you pull a permit you are already on the job site because it is an emergency Carl doesn't know about it. He will find out the next day. Now you may work late into the night get this job done call for your inspection first thing in the morning we only have a part time position, we are never going to get anything more than that. We are lucky have areas called departments it is getting smaller, it is not going to get bigger it is going to get a lot smaller and the work is going to get greater because everything is falling apart and you guys are going to be busier and there is going to be no municipality to call upon because there is not going to be anybody home.

Mr. Siracusa: All we can do it try.

Mr. Castiglione: As far as I am concerned everything goes smooth. You guys call me on my cell phone.

Mr. Bianco: I remember the last time we had this discussion it was because of the way of getting the mail, the mail room here at City Hall it was a big deal.

Mr. Hicks: It is huge.

Mr. Bianco: Even if it was "Attention: City Codes".

Mr. Hicks: I don't get a lot of the correspondence that comes to my office for like 3 to 4 days sometimes, why is that, because it is sitting on somebody's desk and they know it is not theirs and it needs to go to another spot. There are issues out there with the mail room right now.

Mr. Bianco: Is there one general mail room in City Hall?

Mr. Hicks: Yes there is. All the mail is split there. Right now there is one person in charge of splitting all the mail inside the mail room, so it is sorted there.

Mr. Castiglione: We usually send one of the girls up to get our mail for Codes.

Mr. Siracusa: One more thing.

Mr. Orman: The Certification of Employees on the license renewal, Carl we had the date employed for 2011, last year some of the guys were putting down when the guy was hired instead of when they worked during the year 2011, you would not be able to track the employees.

Mr. Castiglione: How do you want to change it?

Mr. Orman: Date employed during 2011 and if they worked March through July that is what you put on it.

Mr. Siracusa: What constitutes a year Carl, 8 or 9 months?

Mr. Castiglione: I think it is 8 months.

Mr. Orman: That will help you track the employees.

Mr. Bianco: Also more room for the name and address.

Mr. Castiglione: We will make those corrections.

Mr. Siracusa: Anything else? Carl, you will take care of the drain layers about the meters?

Mr. Castiglione: Ok.

Mr. Siracusa: The next meeting will be Tuesday, December 13, 2011 at 5:00 p.m.

Meeting adjourned at 6:00 p.m.